

ATTACHMENT H
COMMUNITY INFORMATION PROFILE
AND
NEEDS ASSESSMENT

Santa Clara County Community Information Profile and Community Needs Assessment

**A project of the
Amador – Tuolumne
Community Action Agency**



**For California
Community Services & Development**
www.csd.ca.gov

Developed With Assistance From

Breeze-Martin Consulting
www.breeze-martin.com

and

Center for Community Futures, Inc.
www.cencomfut.com

Table of Contents

	Section	Page
I	Overview	1
II	Community Information Profile (CIP) Overview	4
	1. Poverty	4
	2. Unemployment	5
	3. Educational Attainment	5
	4. Health and Mental Health	5
	5. Nutrition	6
	6. Housing	6
	7. Homelessness	7
	8. Crime	7
	9. Incidence of Juvenile Delinquency	8
	10. Participation In Community Affairs	8
III.	Community Needs Assessment	9
IV.	Appendices	
	A. Work Group and Listening Sessions	A – 1 to 32
	B. Inventory of Services and Service Providers	B – 1 to 24
	C. Survey Methodology and Summary Results	C – 1 to 10
	D. Database Design and Development	D – 1 to 2
	E. Demographic, Social, Economic Data for 10 CIP Categories	E – 1 to 67
	1. Poverty	E – 1 to 5
	2. Unemployment	E – 6 to 8
	3. Education	E - 9 to 14
	4. Health and Mental Health	E – 15 to 29
	5. Nutrition	E – 30 to 35
	6. Housing	E – 36 to 42
	7. Homelessness	E – 43 to 50
	8. Crime	E – 51 to 54
	9. Incidence of Juvenile Delinquency	E – 55 to 61
	10. Participation In Community Affairs	E – 62 to 67
	Hot Links and Data Sources for Appendix E	E – 68 to 75
	F. Inventory Local Organizations' Surveys and Studies	F – 1 to 2

I. Overview

This Santa Clara County Community Information Profile (CIP) and Community Needs Assessment (CNA) was produced for California's Community Services and Development (CSD). In summer of 2007 Santa Clara County was without a Community Action Agency (CAA) and current Community Services Block Grant (CSBG) related CIP and CNA. CSD issued a Request For Applications (RFA) to California's CAA organizations with tri-partite Boards of Directors. The RFA solicited proposals to prepare a current CIP and CNA for Santa Clara County. In September 2007 CSD contracted with the Amador-Tuolumne Community Action Agency (A-TCAA) to provide project assistance. A-TCAA hired consultants Rick Breeze-Martin of Breeze-Martin Consulting and Jim Masters of the Center for Community Futures for the project.

The nine-week project was to result by November 16, 2007 in an A-TCAA report to CSD providing the following deliverables:

- ◆ Research and inventory of existing and publicly accessible Santa Clara County surveys, information, and literature.
- ◆ Organize and facilitate local stakeholder work group and listening sessions.
- ◆ Develop and implement methods and processes to produce a CIP and Needs Assessment for Santa Clara County.
- ◆ Develop tools to provide CSBG and CAA programmatic and historic background.

The project design included consultant sub-contracted assistance from Betsy Morris, Ph.D., from Planning for Sustainable Communities, in providing demographic, social and economic research and assessments, and with Teresa Wickstrom of the Center for Community Futures providing research and collation of anti-poverty and low-income services and service providers. Sharon Crost of SierraTec worked closely with Rick and Jim to design, develop and launch both a project survey and a project database for the Santa Clara County CIP and CNA. A-TCAA Deputy Director of Services Susan Sells provided the project with oversight.

An essential component of the project design was to seek help from those in Santa Clara County working in poverty focused and low-income related organizations. Consultants organized and facilitated both a work group and seven listening sessions to solicit input to the project. The work group members met five Tuesday afternoons in San Jose and provided local expertise in identifying surveys, information, literature and suggesting listening session members to invite. They also provided essential review, corrections and additional information that helped significantly with the quality of the project results.

The forty-five different participants in the seven listening sessions represented a diversity of organizations that helped identify key service needs and poverty related issues in Santa Clara County. Session participants also helped to identify or provide existing community surveys and/or assessments. The Santa Clara County Department of Social Services provided the assistance of Ms. Jeanne Labozetta of Realize Consulting to help identify and access local project participants. Ms. Labozetta provided significant assistance in helping acquire local project input and participation in the work group and listening sessions. (See Appendix A for a list of members and summary of results.)

Santa Clara County Community Information Profile and Community Needs Assessment

Santa Clara County anti-poverty and/or low-income services and service providers were identified from a variety of local sources. Research started with important sources such as United Way of Silicon Valley's 211 services, HELP Santa Clara, Silicon Valley Community Foundation and Santa Clara County Multi-Cultural Community Information Directory. Several thousand non-profit organizations were initially identified and consultants sorted through the list to remove unrelated organizations (e.g. Arts related, Animal Protection, etc.) Over 300 local organizations, public and private, that deal with anti-poverty or low-income issues were identified. The work group and listening sessions were instrumental in helping to further refine the list with updates and/or additions to what consultants had initially provided. (See Attachment B for the inventory of local Santa Clara County services and service providers.)

While research was going on into services and service providers, consultants designed and developed the survey and database. The survey was designed to identify organizational contact information, the types of services provided by the organization, and opinions on the gaps in community needs and services. The survey was sent to the list of providers as an email attachment and with a web link to the online survey. A written hard copy was also mailed with a postage paid envelope. Additionally, several local work group organizations and listening session members emailed to their contact lists a personal request to complete the CSBG CIP and CNA survey. A-TCAA and project consultants provided a cover letter and background information for the survey contacts.

The services questions in the survey were based on the poverty related issues called out in the California code addressing the use of federal CSBG funding to California. The survey left to the organizations' self-assessment how to define which of the services it provides belong to which of the following 10 service areas the survey addressed:

- | | |
|-----------------------------------|------------------------------------|
| ◆ Forms Application Assistance | ◆ Services Information & Referral |
| ◆ Food / Nutrition | ◆ Health / Mental Health |
| ◆ Employment Training & Education | ◆ Housing / Homelessness |
| ◆ Child Care / Development | ◆ Income Assistance |
| ◆ Transportation | ◆ Economic / Community Development |

(See Attachment C for the survey methodology, deployment and results.)

The project database was designed using a relational database application in order to provide an expandable tool for CSD or an eventual Santa Clara County CAA replacement. The MSAccess application was chosen because it is a relational database, part of a common computer application suite, relatively straightforward to use, sufficiently robust to allow embedding electronic documents, importing data from other applications and expandable for future improvements in data base details for the 10 basic service areas. For example, the category of housing might have tables added to distinguish between housing by type (e.g. rental, owner occupied) or location (Gilroy, San Jose, Cupertino, etc.). A copy of the complete project database will be provided to CSD as part of the final project report. (See Attachment D for project database design, deployment and results.)

Concurrently with (1) the services survey research and (2) the database design, (3) the research into the demographics and the social and economic characteristics of the County was taking

Santa Clara County Community Information Profile and Community Needs Assessment

place. Jim Masters and Dr. Betsy Morris used publicly available sources such as the U.S. Census, local government and non-profit websites, surveys and published community assessment reports from agencies and networks such as health, housing, education, etc. Much of the data came from the excellent research and reporting done by various departments of Santa Clara County government, and from City governments. The wide variety and large quantity of available data was organized into the 10 categories identified by CSD as of most interest to CSBG related anti-poverty and low-income community assessment and planning.

A summary of the findings and consultants' assessment is found in the following section, "Community Information Profile". (See Appendix E for detailed information and citations for data and information sources.)

- | | | | |
|---|------------------------|----|------------------------------------|
| 1 | Poverty | 6 | Housing |
| 2 | Unemployment | 7 | Homelessness |
| 3 | Educational Attainment | 8 | Crime |
| 4 | Health / Mental Health | 9 | Delinquency |
| 5 | Nutrition (Food) | 10 | Participation in Community Affairs |

The summary of the Community Information Profile (CIP) is found next in Section II. It is based on information collected from the agencies listed in the "Inventory of Service Providers" Appendix B and from the other sources listed in the "County Specific Data" in Appendix E.

The CIP, and the survey results, the database, and the feedback from the listening sessions and work group provided the foundation for the subsequent Community Needs Assessment (CNA). The CNA, found in section III, is based upon consultants' review and assessment of CIP and other information available. Input from the work group and the listening sessions were used to identify key themes relevant to the anti-poverty and low-income community needs of Santa Clara County, a strategy of "You tell us."

The CNA provides a foundation and a frame of reference with which to approach CSBG planning for Santa Clara County. The CNA does not include recommended strategies or specific solutions to County needs; instead that activity is left to future CSBG Community Action planning.

A-TCAA and the consultants appreciate the valuable assistance, insights and information from all those who participated in the listening sessions and work group, and who provided other information. The information presented in the CIP and CNA are the data selection choices, interpretations and opinions of the consultants, and do not represent the opinions of every individual or agency representative who participated in this process. Errors or omissions in this report are consultants'. As this report is completed additional information such as community surveys or assessments continue to be provided by local participants. Additional information that arrives after submittal of this report will be provided to A-TCAA and CSD by consultants.

This CIP and CNA is meant to be a useful data and information tool for CSD, a future CAA and other local agencies for current Santa Clara County poverty issues and anti-poverty efforts. The user of this document is expected to fill in gaps and to bring their own information and perspective to the use of this current Santa Clara County Community Information Profile and Community Needs Assessment.

II. Community Information Profile (CIP)

A Community Information Profile (CIP) typically seeks both to describe the demographic, social and economic characteristics of a community, and describe what conditions are now being addressed, and who is addressing those conditions. The CIP does not offer solutions, but it does inform the associated Community Needs Assessment with the basic information to identify community needs and gaps in services. Attachment B of this document contains an initial list of Santa Clara County anti-poverty or low-income advocates and service providers and services. Below are highlights of the information profile of the County. Details are found in Attachment E.

Santa Clara County Community Information Profile Demographic Highlights

See Appendix E for more detailed descriptions of each topic.

1. Poverty. Appendix E, Pages E-1 to E- 5

Santa Clara County has the highest median income in the U.S., and the median household income is the tenth highest in the nation. However, the rate of poverty has been increasing since 2000. In 2000, 5.3% of all residents were below the Federal poverty index, but in 2006 that rate had increased to 9% of the residents. (Page E-1) While this is a lower rate than in many other counties, the extremely high cost of living in Santa Clara County, which keeps going up, puts low-income people in a tough spot. The United Way Silicon Valley estimates that 400,000 people, or nearly 25% of the population, have incomes below the self-sufficiency standard.

It has been said that every computer engineer earning over \$100,000 provides some income to almost 20 people in service and support jobs. In 2000, when the dot-com companies began shrinking or closing, the local economy was dramatically affected. In 2007, Santa Clara County has 156,700 jobs below where they were in 2000. www.wpusa.org In our opinion, the dramatic shrinkage in jobs since the "dot- com bust" leaves many low-wage people with little likelihood of a rapid change in their employment situation in the next few years.

75% of the 124,470 low-income people in the county are in families, and 52% of all families who are in poverty are married. (Page E 2) The conventional wisdom is that getting married almost assures a family will move out of poverty, but this is not the situation in Santa Clara.

Persistent poverty among minority families, insufficient jobs for those who are willing to work -- and an agricultural workforce who needs skills to work in the non-agricultural economy are key elements of poverty in Santa Clara County. The number and characteristics of undocumented workers is unknown.

2. Unemployment. Appendix E, Pages E-6 to E- 8

In 2000, at the height of the dot-com boom, unemployment dipped to 1.3%. The unemployment rate was 5% on August 1, 2007. (See Table page E 7) In general the county has a strong economy, with lower levels of unemployment and higher job growth than many parts of the country. It is a textbook example of the dual labor market: A large and increasing proportion of

residents make over \$200,000 a year, while a larger number make less than enough to be economically sustainable. . (See United Way table and discussion on page E 4 and the discussion on page E-4 and E-8) The types of jobs being created by the private sector and the pay scales set by employers is increasing the proportion of working age adults in poverty, and the proportion of those who do not make enough to economically sustain a family. Working Partnerships has a more detailed analysis of this trend. See: www.wpusa.org

Given that some of the largest employers in the dot-com universe are in Santa Clara and San Mateo Counties, this seems like a promising area for additional advocacy work for these employers to train and hire local residents.

Additional research is needed to identify which of these employers provide childcare for their employees.

3. Educational attainment. Appendix E, Pages E-9 to E- 14

Six of the ten jobs with the greatest projected growth that pay a living wage require at least a 2-year Associates degree. (Page E-10) The good news is that in this county if a person obtains a post-secondary education a successful career path seems guaranteed. However, the goal of every person obtaining a College degree is not feasible.

In Santa Clara County 45% of the workforce has a Bachelors degree; which is about twice the national average. About 14% lack a high school diploma, which is similar to the national average. Of those with a high school diploma or less 26% are in poverty. (See Table page E-10)

People who drop out of high school have dim prospects for employment at all or for non-poverty-level jobs if they do get a job. There is insufficient attention devoted to career pathways for people who drop out or who have only a high-school diploma. The number of slots in employment and training programs is reported by people in the listening groups to be grossly insufficient. Further research is needed to determine if the large employers provide on the job training or career pathways for entry-level jobs.

Most of the high schools have dropout rates below the state and country average. Two school districts, Campbell Union High and East Side Union High Districts, have dropout rates above the state and county average. (See Table on Page E -12) Additional attention on those two school districts seems warranted.

4. Health and Mental Health. Appendix E, Pages E-15 to E- 29

There are serious disparities in health status and mortality by ethnic group. Santa Clara County has plans underway to make health insurance available to 100% of children whose family income is at or below 300% of poverty level. Several health care providers report being at or above their maximum service load, with costs outrunning reimbursement rates. (See Pages 12, 13 in this Section and Appendix A- page A11.)

Santa Clara County Community Information Profile and Community Needs Assessment

The EPA Toxic Release Inventory map appears to have a high correlation with the areas having the highest percentages of low-income people. Look at the poverty concentration map on page E-3 and the toxic release map on page E-24.

Other topics mentioned in the Appendix include: access to health care; low-birth weight babies; use of dental services, infant mortality, immunization rates, obesity, smoking and mental health. (See Pages E-17 and E-18)

5. Nutrition. Appendix E, Pages E-30 to E- 35

According to the California Food Policy Advocates, 47% of people eligible for Food Stamps are not receiving them. No breakdown is provided as to their characteristics. (See Page E- 33.) Whether this is because of the lack of knowledge, the relative low benefits for some people, or the burdensome application process is not known. However the loss of Federal money due to underutilization is \$51 million per year. For school lunches, 24% are not served for a loss of \$7 million per year. 35% of the people eligible for the summer food program are not served for a loss of \$4 million per year. WIC appears to enroll almost all eligible people.

Additional outreach and information efforts, perhaps with the assistance of the WIC program, could reach additional people who are eligible for the other programs.

6. Housing conditions. Appendix E, Pages E-26 to E- 42

61% of Santa Clara County residents own their home and 39% rent. Available housing trails population growth. There are more jobs being created than housing units being built. (See Page E-37)

Housing prices soared in the 1990's, when the dot-com boom brought highly skilled and highly paid professionals into a housing market where construction of new units was not increasing nearly as fast as the population. The basic law of supply and demand drove prices up to be among the highest in California. The median home price was \$743,000 in 2006. Only about 19% of county residents can afford a home at this price. The median home price was \$805,000 in August 2007. (See Page E-37)

The number of recent home purchasers who may lose their homes due to the predatory lending and adjustable rate mortgages is not known, although 39% of all owner occupied homes pay more than 35% for housing expenses.

Median rents are \$1,700. Rental units have an extremely low vacancy rate, and household sizes are going up as families move in together to share the cost of housing. Overcrowding is a serious problem in lower-income areas that house new immigrants, particularly undocumented immigrants.

There were several developments of new homes that are generating or are supposed to generate affordable housing units. One development of 25,000 homes in the Coyote Valley, if approved and completed, would generate 5,000 new affordable units. However, this is a small percentage

Santa Clara County Community Information Profile and Community Needs Assessment

of the number of units needed. Between 2007 and 2027, 90,000 new affordable units will be needed to meet demand. (See Page E-40)

There are 18,000 mobile homes in 106 mobile home parks in the County. (See Page E-41)

People over 65 are another fast growing segment of the population. The number of seniors rose from 6% of the population in 1990 to 11% in 2000, and is expected to be 21% of the population in 2020. Senior housing is another area of need.

7. Homelessness. Appendix E, Pages E-43 to E- 50

Of the 7,202 homeless census population in 2007, 5,101 or 71% were unsheltered, 999 were in emergency shelters, and 1,102 were in transitional housing. Of the 71% considered unsheltered, 21% were living in vehicles and 13% were in group-encampments. (See Table on Page E-44) 81% of the homeless were unemployed, and 19% were working full or part-time. A quarter of the homeless are severely mentally ill. 29% are considered to be chronically homeless. 52% report a disabling condition.

In 2005, the County approved a plan to shift from emergency shelters to a "housing first" strategy in order to eliminate chronic homelessness in 10 years. Effects of this plan are not yet known.

8. Crime rates. Appendix E, Pages E-51 to E- 54

As is the situation in the rest of the U.S., crime rates from 1996 to 2005 have declined in Santa Clara County in recent years. The county as a whole has a crime rate less than the state average. Crime rates in San Jose are among the lowest nationally for a city of its size. Much smaller communities of Gilroy and Milpitas have the highest crime rates in the County.

Attention has turned to making the Prop 36 diversion program work for drug offenders, which costs \$2,000 to \$7,500 per offender compared with cost of keeping a person in jail averaging about \$32,000. (See Page E 53)

Attention has also turned to reintegrating people released from prison into the community. There are insufficient systems and programs for helping people being released from prison to find employment, housing and transportation.

There appears to be a high recidivism rates among parolees with "Over 4,000 felons are paroled to Santa Clara County annually from state institutions. Recidivism rates for parolees are quite high. In recent years there have been over 2,000 annual bookings for arrestees for felony parole violations." (See Page E 53)

9. Incidence of delinquency. Appendix E, Pages E-55 to E- 61

Historical indicators of future poverty among teens such as juvenile crime, alcohol and drug use, and teen pregnancies have all declined in recent years. Other indicators such as suicide attempts

and high-school drop out rates are disturbingly high. Despite lower arrest rates, juvenile facilities are nearing capacity. Some parents or guardians refuse to take custody of the minor, or the minor refused to leave – a 40% increase from FY 2006. About 37% of youth detentions resulted from family violence. (See Page E-58) In 2002 about 8% of youth reported belonging to a gang. (See Page E-59)

10. The degree of participation in community affairs. Appendix E, Pages E-62 to E- 67

In Santa Clara County, 60% of the population is either immigrant or US-born children of immigrants. Santa Clara County has twice as many immigrants as any other county in the Bay Area and is third among California's 58 counties. (See Page E 63. Data confirmed by United Way.)

About 20% of all residents of Santa Clara County are not U.S. Citizens. Many are legal residents and the numbers of undocumented residents is very difficult to estimate. (See Page E 64)

CAAs seek to enhance civic participation by low-income people to help people develop a sense of belonging and participation in the community. Civic participation includes helping people seek citizenship, to exercise their citizenship through voting and participation in civic affairs and local institutions, and engaging in leadership and civic training. Special attention is paid to immigrant groups to help them become part of American society. Some immigrants come with education and resources (e.g. the H-1-b visa holders) but others come with less of an ability to become part of the mainstream society. Several people who attended the listening groups reported a shortage of services to help immigrants.

About 90% of white and 83% of Hispanics are registered to vote, but only 69% of Asians are registered. In one election, 90% of whites registered voted, but only 65% of registered Hispanics voted. . (See Page E 64)

A 2001 Santa Clara University study found that Santa Clara County residents have notably lower levels of involvement in social, religious, civic, and political institutions on average than similar communities in other parts of the country. This seems like an area ripe for additional strategies and programs, especially since Santa Clara County and Silicon Valley have several organizations including large foundations that are concerned about civic participation.

Both the county and City of San Jose have created civic leadership programs that have attempted to bring together people across immigrant and economic groups with training and information on how to engage politically in groups so as to organize and represent neighborhood or ethnic constituencies. These programs are fairly unique in the Bay Area. The city and redevelopment agency funds and staffs its Neighborhood Leadership Institute to offer regular bilingual training classes in communications, public policymaking, and computer skills. The 20 areas in the Strong Neighborhoods Initiative have elected bodies that meet regularly with city staff and interested neighbors to set goals and weigh in on land use, housing, crime, beautification, and other public works types of projects in their areas.

III. Community Needs Assessment (CNA)

The Santa Clara County Community Needs Assessment (CNA) was developed by consultants' review and assessing the CIP, input from the listening sessions, responses from the survey, initial draft CNA review by the work group, and discussion and deliberation between the consultants. This process yielded seven general themes related to community needs. In identifying these themes a lot of weight was given by consultants to the common currents of concern running through the listening sessions and the review discussions of the work group.

Key Themes to explore/consider from a closer review of the demographics, social and economic data, survey responses and listening session input include, but are not limited to:

- ◆ Lack of sufficient resources across all poverty related services to meet the demand, in general demand has outgrown shrinking resources, with a sense that current research data is more about past investments in social service infrastructure than current realities for service needs.
- ◆ Language and cultural specific service and economic opportunity needs for the very large, and growing, immigrant population of Santa Clara County communities.
- ◆ Need for advocacy for poverty and low-income issues across different, compartmentalized service areas (advocacy from the point of view of the low-income), along with services coordination (shared case management) across different organizations and services
- ◆ Housing has three major dimensions, the first is affordability and accessibility, the second is that homelessness resources are not well aligned with different homeless needs (e.g. domestic violence, youth, families, etc.), and the third is insufficient in-home supportive services.
- ◆ Santa Clara County's economy is described as a dual economy without sufficient and adequate jobs with livable wages for the area, especially for the under-educated and under-skilled low-income workforce.
- ◆ Transportation cost and availability for the poor and low-income, especially to needed services; services times/locations are not well aligned with transportation.
- ◆ Insufficient access to affordable, adequate and appropriate health and mental health care for the low-income.

These themes in community needs are elaborated upon below:

- ◆ Lack of sufficient resources across all poverty related services to meet the demand, in general demand has outgrown shrinking resources, with a sense that current research data is more about past investments in social service infrastructure than current realities for service needs.

Listening session participants consistently referred to insufficient levels of resources across the board in assisting those in poverty and the low-income. A major concern was the continued slipping of resources behind the more rapidly increasing demand for these resources. There is definitely a sense that past County and City investments in the social service infrastructure that have held up levels of service are being eroded. All participants from various service types indicated the same need for additional resources for anti-poverty and low-income services at the community specific level.

Santa Clara County Community Information Profile and Community Needs Assessment

There is clearly a need for identifying and acquiring additional and new sources of funding to address the wide range of poverty and low-income issues for the wide array of service providers in the community.

- ◆ Language and cultural specific outreach, service needs and economic opportunities for the very large, and growing, immigrant population of Santa Clara County communities.

A significant portion of the Santa Clara County population is immigrants (38%) or native-born children of immigrants (22%) (United Way Community Assessment, May 2005, page 161). Santa Clara County is truly an international community with the population from everywhere in the world. A significant characteristic of this population is how it seems to reflect the dual economy described by many in the listening sessions, high-end engineering and professional Silicon Valley jobs and low-end service jobs. In South Santa Clara County the needs are predominantly for a Mexican community; the remainder of the County seems to be more diversified in immigrant populations that are disbursed through various communities. The Asian population is lumped together in the available census information, but listening session informants indicate there are many different Asian groups, particularly Chinese, Indian, Vietnamese, Malaysian, Cambodian and Hmong.

There is a need for language and culturally appropriate outreach and service delivery into the impoverished and low-income immigrant communities.

- ◆ Need for advocacy for poverty and low-income issues across different, compartmentalized service areas (advocacy from the point of view of the low-income), along with services coordination (shared case management) across different organizations and services.

Emerging from the listening group sessions and the work group was the need for advocacy for the poor and low-income. Service providers indicated clearly that what resources are available are applied to direct service delivery, often at the cost to advocating for customer issues and administration. They are not paid to advocate, but to deliver services; what advocacy does occur tends to come from single focus coalitions (e.g. housing, hunger, homeless, health, etc.). The advocacy discussion was often framed as a need to approach the interrelated issues of poverty and low-income service from the point of view of the service recipients' needs. Just what is the cost burden in time and money for recipients to have to deal with many different service providers in different locations, all collecting similar client eligibility information? What is the service delivery efficiency and effectiveness benefit from case management of recipients across different services and organizations?

Along with being framed in the operational terms described above, advocacy was also seen as a need to raise the awareness of poverty and low-income issues to a higher degree at the policy level. Policy level advocacy was seen as needed to affect resource decisions. It was indicated in various ways that without changes in current resource budgeting decisions at the local, County, State and Federal levels the gap between shrinking resource supply and increasing service demand would continue to grow.

Santa Clara County Community Information Profile and Community Needs Assessment

During at least one listening session, members of a local housing coalition invited members of a health coalition to work with them to make linkages to housing and health. This spontaneous invitation is community action at work and highlights both the need for advocacy that overarches different issues (e.g. housing, health, nutrition, etc.) and the level of local willingness to work together across artificial, but very real, silos of low-income services.

There is clearly a need in Santa Clara County, and opportunity, for an overarching and coherent advocacy for the poor and low-income as well as a need to help improve coordination and partnerships between existing services and service organizations.

- ◆ Housing has three major dimensions, the first is affordability and accessibility, the second Homelessness resources not well aligned with different homeless needs (e.g. domestic violence, youth, families, etc.) the third is insufficient in-home supportive services.

Santa Clara County has a variety of housing related service organizations, County and City departments. The Housing Coalition was often described as one of the most effective service provider coalitions. The issues of housing were often described as not only one of insufficient resources (e.g. 58,000 + on section 8 waiting list), but also one of misaligned resources. For example, eligibility and operational requirements from above limiting field solutions (e.g. homeless family faced with putting a 13 year old son into a men's shelter for the remainder of the family to be allowed into a family shelter.). Housing is also another victim of the dual economy of Santa Clara County with some of the most expensive housing in the nation affordable only to the Silicon Valley high-end workers. For the homeless, domestic violence victims, the working poor and indigent, access to affordable housing in Santa Clara County is a central issue connected to a variety of other costs such as transportation, jobs, healthcare and supportive services.

There is a clearly a need to assist the different existing local housing efforts with gaps in service resources and coordination, and to help find new resources and client focused comprehensive service approaches.

- ◆ Santa Clara County's economy is described as a dual economy without sufficient and adequate jobs with livable wages for the area, especially for the under-educated and under-skilled low-income workforce.

There appear to be several successful low-income job-training organizations providing services in Santa Clara County. As with housing, local practitioners indicate the need is much greater than the resources available. Plus, the dual economy need for service workers constrains local job training options to low-wage support jobs; insufficient livable wage jobs is a workforce and low-income issue. Several listening sessions raised the issue of the working poor caught in an eligibility squeeze between low or no benefit jobs and service income requirements. Participants indicated the working poor transition in and out of eligibility and something needs to be done to support the poor through this working poor transition to stability. Review of the listening sessions and the demographics also point to a need to address training and jobs for a significant number of under educated and under skilled low-income workers.

Santa Clara County Community Information Profile and Community Needs Assessment

There is a need in Santa Clara County to both enhance local efforts and resources for job training and development, and to advocate and help community policy makers, especially corporate and government, create livable wage jobs.

- ◆ Transportation cost and availability for the poor and low-income, especially to needed services; services times/locations are not well aligned with transportation.

Transportation costs hit the poor and low-income dramatically and in a variety of ways depending on individual location and circumstances. Transportation availability and cost for job commuters, to acquire social or health services, for the low-income are all the same needs as wealthier community members. The proportion of transportation costs in both time and money to total income is significantly different between the low-income and the wealthy. Local service providers recognize transportation costs as a resource sinkhole for money; the current transportation infrastructure is considered a costly burden on the poor and low-income. Viable solutions to this burden are generally seen as something that is not going to happen soon. Transportation is generally seen as an important and difficult issue.

There is a need to identify transportation gaps in services and to provide advocacy for local education to inform policy makers of these gaps and suggest solutions that reduce the disproportionate level of burden on the poor low-income.

- ◆ Insufficient access to affordable, adequate and appropriate health and mental health care for the low-income.

The working poor seldom have adequate health benefits and must rely on the same system as the poor and low-income without jobs. Access to adequate and affordable health care in Santa Clara County is clearly a problem. The County is working on a low-income universal child health care system, which has hopes for significantly improving child health care. Local health providers are stretched between service costs and insufficient reimbursement from insurance, Medi-Cal or the low-income customers. Sufficient and appropriate mental health services are also lacking to the poor and low-income of Santa Clara County, and face the same cost to reimbursement issue.

There is a need to help local health and mental health providers working with the poor and low-income to develop new health and mental health resources and alternative delivery systems.

Attachment A

Work Group and Listening Sessions

Work Group

List of Participants

Susan Sells, Deputy Director of Services, Amador-Tuolumne CAA (first session)
Jeanne Labozetta, Realize Consulting Group, Jeanne@realizeconsulting.com
Melissa Whatley, City of San Jose Housing Dept, Melissa.whatley@sanjoseca.gov
Sandi Douglas, Housing Authority County of Santa Clara, sandid@hacsc.org
Patrick Soricone, United Way Silicon Valley, Patrick.Soricone@uwsv.org
Sandra Murillo, City of San Jose Housing, Sandra.murillo@sanjoseca.gov
Margie Matthews, County of Santa Clara Office of Affordable Housing,
marjorie.matthews@ceo.sccgov.org
Liz Hunt, Indian Health Center of Santa Clara Valley, lhunt@ihcscv.org
Michelle Lew, Asian Americans for Community Involvement, michelle.lew@aaci.org

Listening Sessions

List of Participants

1. Jeanne Labozetta, Realize Consulting Group. (Consultant to Santa Clara County Dept of Social Services) Jeanne@realizeconsulting.com
2. Max Martinez, Center for Employment and Training (CET) maxm@cet2000.org
3. Bill McWood, County of Santa Clara, Office of Affordable Housing,
bill.McWood@ceo.sccgov.org
4. Judy Borah, County of Santa Clara, Office of Affordable Housing,
judy.borah@ceo.sccgov.org
5. Jerry Hewitt, City of Santa Clara Housing & Community Services Division
jhewitt@ci.santa-clara.ca.us
6. Vivian Frelix-Hart, City of San Jose, Housing Dept Vivian.frelixhart@sanjoseca.gov
7. Susan Bukus, San Jose Foothill Family Community Clinic susan.bukus@sjffcc.com
8. Capt. Rene Carcamo, The Salvation Army, rene-carcamo@usw.salvationarmy.org
9. Greg Kepferle, Catholic Charities of Santa Clara County gkepferle@ccsj.org
10. Ms. Connie Vega, Social Services Agency, Gilroy Family Resource Center
11. William Parker, CAA San Mateo, wparker@baprc.com
12. Patricia Gardner, Silicon Valley Council of Nonprofits
13. Pedro Castaneda, Center for Employment Training (CET), pcastaneda@cet2000.org
14. Erica Huey, Center for Employment Training (CET) ericah@cet2000.org
15. Yvett Castro, Mexican American Community Services Agency (MACSA),
fariasy@macsa.org

Santa Clara County Community Information Profile and Community Needs Assessment

16. Maria Elena DeLaGarza Mexican American Community Services Agency (MACSA)
mariaelenad@macsa.org
17. Aida Zaldivare Perez South County Housing (SCH) aida@scounty.com
18. Sheri Russell, Chamberlain Mental Health sherir@garlic.com
19. Mary Grimm, Social Services Agency-Gilroy Family Resource Center (GFRC)
mary.grimm@ssasccgov.org
20. Gary R Giminez CCCS ggiminez@cccs.org
21. Keith Morales Gokids Inc keithm@gokids.org
22. Lisa De Silva Community Solutions lisad@communitysolutions.org
23. Dina Campeau, South County Collaborative dcampeau@charter.net
24. Jose Chapa, Community Rural Legal Assistance (CRLA)
25. Cecelia Del Buono Weymouth Community
26. Andy Day Rebekah's Children's Services aday@reskids.org
27. Susie Law Gilroy Unified School District Susie.law@gusd.k12.ca.us
28. Vernice Dominguez, Center for Employment Training, (CET) Vestrade@cet2000.org
29. Lynn Magruder Santa Clara County Housing lynn@scounty.com
30. Annie Tomasello First 5 Annie@first5kids.org
31. Lisa Sarmiento, Bill Wilson Center, lsarmiento@bwcmail.org
32. Naomi Nakano-Matsumoto, West Valley Community Services,
naomin@cupertinocommunityservice.org
33. Rafaela Perez, Social Services Agency, Rafaela.perez@ssa.sccgov.org
34. Phaivanh Khowong, Social Services Agency, phaivanh.khowong@ssa.sccgov.org
35. David Duran, Ph. D. Support Network for Battered Women (SNBW), dduran@snbw.org
36. Franci Collins, Immigrantinfo.org, franci@crystalverde.com
37. Karita M. Hummer, Eastern European Services Agency (EESA), KaritaHummer@usa.net
38. Cheryl Cairns, Silicon Valley Independent Living Center (SVILC) Cherylc@SVILC.org
39. Martha Bell, Silicon Valley Independent Living Center (SVILC) Marthab@svilc.org
40. Poncho Guevara, Sacred Heart Community Services
Poncho@sacredheartcommunityservice.org
41. Karthy Cordova West Valley Community Services
Kathyc@cupertinocommunityservices.org
42. Bev Jackson, Rebuilding Together Silicon Valley bjackson@rebuildingtogether-sv.org
43. Kim Ferm West Valley Community Services Kimf@cupertinocommunityservice.org
44. Jim Dale Family & Children Services jdale@fcservices.org
45. Cindy McCown Second Harvest Food Banks of Santa Clara & San Mateo Counties
cmccown@shfoodbank.com

Listening Sessions Flip Chart Notes Sorted By Key Topics

Lack of Sufficient Resources

- Child care, child care, child care.
- Senior citizens needs. Seniors eating dog food when they can't get other food.
- Veterans needs
- Asset development – this is a huge gap, and a huge opportunity. IDA, EITC, economic self sufficiency, financial literacy training.
- Kids in kinship care in same situation, County is recognizing value of recruiting relatives as care-givers, but relatives not getting support so kids coming out of relative care in the same situation as the foster care. 27,000 children in Santa Clara County are in kinship care in many cases parents are in jail because of drugs.
- Kids coming out of foster care have no resources
- Look at CSBG as leverage \$, being able to build capacity of other networks, to bring in other Fed State or \$. Other Ideas for CSBG Funds:
 - If you build it for skills to better themselves they will come for that.
 - Use an empowerment model, build it as a community collaborative
 - Can't keep doing for people
 - People have to do themselves
 - Help them get the skills and confidence to do that.
 - If you build it for emergency services they will come for that (e.g. don't create another food pantry instead do a partnership with Second Harvest)
- Another growing population are seniors. Need for more senior services in-home support services, Alzheimer services.
- After school is booming, in good shape, Prop 49. First 5. Child health is in good shape.
- County Deficit Impacts on services unknown: Where did \$235 mil deficient come from? When sales tax went away, trying to restore. Health plan and pension costs for County employees. Valley Medical one of the last county-run hospitals in CA; 90% are indigent. It's also the premier trauma center for the county.
- When we talk about self-sufficiency ...need to put our money where our mouth is...need to get our act together. How can we do this to streamline it and make it user-friendly. Would like to be part of a work group or task force to explore these issues
- Will be layoffs of County staff due to budget cuts, lose some programs internally and absorb them in other departments.
- \$ available to CBO's has shrunk, how can we facilitate their work. Need to develop their leadership.
- Some organizations do a good job on delivering services will drop everything to help a person who walks through the door, but not so good on the business aspects of it CBO's, could do some capacity building. What are the requirements for data, results measures? What kind of evaluation could we do to help them...bring info across...assessment tool...a common assessment tool....need consistency....
- Need to talk about what needs to be done capture wisdom and spread it.
- SCC Health and Hospitals just got a \$20m.... grant for...
- Food kitchens, food banks, pantries bigger need than ever -Sacred Heart

Santa Clara County Community Information Profile and Community Needs Assessment

- General discussion about service reductions and low service capacity of overburdened agencies
- South County residents don't necessarily have access even if there are services in Santa Clara County as a whole
- Patchwork of services
- Heavy reliance by individuals on faith-based organizations
- Lack multi-service agency – go here for food and here for housing
- Some service agencies are reducing staff or wages or hours or benefits to maintain service levels or closing altogether

Language and Cultural Needs

- Immigration, very diverse populations coming in, undocumented people, CET provides immigration to citizenship services. This is another area that affects other topics
- Education: Literacy, basic ESL, vocational ESL, Adult Basic Education. Classes are packed and there are fewer classes,
- For people who are not literate in their basic language. People who can't find jobs there, come here and find jobs.
- More family strengthening programs, immigrant parents with kids who are U.S. citizens parents do not understand them, parenting skills.
- Legalization for immigrants. Documentation issues, eligibility issues. Even legal immigrants are not eligible to services.
- 38% of adults are immigrants in SC County, 22% are children of immigrants, so 60% are immigrants or children of immigrants
- Sending all her staff to the Bridges Out of Poverty, the Phil DeVol and Ruby Payne training. County Dept of Employment and Benefits Services are sponsoring this.
- ESL especially if integrated with skills training
- Immigrant population services needed
- Undocumented....can't access a level of services
- Need an immigrant population information network, to provide immigrants with info and emergency info & referral
- Among immigrants coming to US a group of very low-literacy i.e. not literate in their own language (need literacy in their own language in addition to ESL)
- Disabled refugees who are disabled tremendous psychological as well as medical needs, stresses and anxieties
- More innovative ways to engage immigrant population in micro-enterprise, other ED, small business, self-employment
- Talk about immigrant populations in county, e.g. Burmese coming in, where to find a translator
- Refugees supposed to get a job within 4 months, unrealistic, outcome driven contracts
- Monolingual adults, left isolated, doing child care for family, if had been engaged doing something
- Village type housing, intergeneration that promotes community life, very ethnic and culturally specific
- Educational achievement (needs to be raised) especially for Latinos

Santa Clara County Community Information Profile and Community Needs Assessment

- A bridge for immigrant families into life in the community needed
- Donut hole in safety net for needs of immigrants – especially undocumented, his agency does not check immigration status,
- Immigrants are barred from some public benefits, are a vulnerable portion of population, kids are in school goes well beyond cultural competency
- So if the immigrant cannot access Medi-Cal because are not a citizen then they don't get served

Need for Advocacy and Service Coordination

- Interested in agencies that partner with others to provide services so that total needs are met; to leverage resources for customer
- Agencies that provide comprehensive services have problems covering administrative costs, program money is focused on services. Many agencies that lost United Way funding have this problem, United Way does not give unrestricted funding
- Foundations like to fund something then hand it off, to assume there will be other ways for ongoing support.
- Expectations of services we're providing may be beyond future funding levels– being cut back in part because of costs squeeze.
- Comprehensive approach to the individual customer, customer driven not service driven.
- Cross agency process for intake, intake for housing is also intake for others, e.g. cross-agency eligibility.
- Silicon Valley Council on Nonprofits is working on standardizing intake and reporting; just getting demographic info standardized would be a big help.
- Inertia of funding, administrators have so much to do, just follow the path already taken, instead of looking for a new path.
- Are we getting the bang for the buck, an accountability issue – are we really making people more healthy, self sufficient?
- Perhaps the CSBG \$ could help create accountability measures for all agencies. (Note, see Oregon Benchmarks and Minnesota Milestones)
- Community partnering for leveraging resources, collaboration, coordination.
- County has \$235 million deficit, County has said will cut services; no sense of what gaps will be created in social services
- Some people in crisis, homeless, youth living under freeways, women can't get mammograms; there are services needed that are higher priority than standardizing intake forms. Need direct services.
- Increasing tension on people who are aging out of foster care; the prisons, they are in every service area, end up in jails, nutrition and health problems
- Survivors of domestic violence/prevention and services after the fact.
- Making better use of available income, obtaining credit, maintain good credit, don't get overwhelmed by credit card debt.
- Minor criminal records become a barrier to get services, jobs.
- Should create task forces on some of these problems, define it as a problem, and energy starts to focus.

Santa Clara County Community Information Profile and Community Needs Assessment

- Have an opportunity to define self-sufficiency, get people to work together to create it, housing, health, and job – chicken and egg problems. Have an opportunity to develop something bigger and to work collaboratively toward that.
- Need for service delivery integration or coordination across systems
- 1800 mental health phone line and the 1800 drug and alcohol (are now in same room)
- Who is eligible for Food Stamps, re-quality every 3 months (state) instead of every 6 months (Fed). Advocacy issue. Family values but incentives to break up the family.
- Need for more community buildings, organizing low-income neighborhoods. Strong neighborhood initiative, PACT a local faith based organization group. All affiliates of PICO, doing training for organizers: Peninsula Interfaith Alliance, SJ City Strong Neighborhood Initiative
- Civic participation, one clear indicator is percentage of people voting
- Building a collaborative, partnership. Coordination of service delivery.
- No consortium or way of coordinating the CBO's; for other services there is nothing like the one-stop shop existing in Employment & Training; should be an opportunity to do it.
- Coordinating about how to access a variety of resources creating a CAA is exciting opportunity to do something about this a great opportunity to put together opportunity to connect clients to services where what ever door you walk into, they capture basic info and from that can determine where you need to go.
- Interaction among CBO's
- The Collaborative of South County does get together facilitated by Dina Campeau at School District participants meet monthly
- Community Solutions...a strong advocacy on domestic violence
- Chamberlains Rebecca Children Services; Gardner Health Clinic; County Family Resource Center
- To try to reduce red tape up front even though are also competing for funds
- Some forms are very complex, especially for people who don't know how to read or write
- In North County, only housing has that kind of consortium
- County level, Social Services Commission, committees, mostly focus on bureaucracies
- Sacred Heart is downtown, even though based out of Catholic Church do provide an array of services without red tape good opportunity
- Coming down to a real sense having to deal with issues with less money either have to develop a sense of team and coordinate the resources find people who have an understanding and have them work together
- Solid partnership between CalWorks and Family Services.
- This process can allow people to say what they need to say...hear from each other. Whole budget thing (*resources*)have to work together...all can. Have not had that opportunity to have that discussion...this (*CSBG CIP / CNA*) process might do that.
- Need more coordination so clients do not have to go in and out of system. People need to know where to go and how to get there. Eligibility information goes with client or goes automatically.
- What are meta-issues of advocacy, coordination, leveraging
- Many of these are concerns that have to be dealt with over a period of time, advocacy role or sort of collaboration, a MOU with some organization.
- Collaboration is driven by funding sources. e.g. First Five for children 5 and younger, but no overarching for all low-income

Santa Clara County Community Information Profile and Community Needs Assessment

- Part of advocacy is leveraging for additional resources. Big knowledge based companies should be putting in 20 million dollars.
- Heed a holistic approach, immigration, housing, education etc empowerment and advocacy as to what democracy really looks like
- How do we listen to the uncommon voices – invisible communities
- Morgan Hill has significant human service gaps; Gilroy is seen as needing services, Morgan Hill is not seen as needing as much but it does
- Deal directly with the poor – services and jobs
- Need advocacy for low-income poverty issues with local government, especially budgeting (counter-budget in Santa Cruz, CA Budget Project on state level)
- Need conversation coordination with adjacent CAA's because borders are porous – lots of people crossing for services
- Address balance of resource distribution in the county
- Another gap is a "voice" for Low Income communities; not much community organizing especially communities of color
- Need to look at mobile services – food, MH, a caravan effect
- Services tend to be 8 to 5, need alternative work schedules for people who work non-traditional hours, shift hours
- One night a week agency is open but don't get much traffic because people at work
- Open early mornings and get people on way to work
- County is diverse – all the different pockets of poverty and need we have – get down to community neighborhoods
- Another agency is open 5 to 8 and gets a lot of people – same number as get in the morning or afternoon. -- so being open in the evening works well for them

Housing and Homelessness

- Housing affordability, some people who bought houses now can't afford the payments
- Help for people in terms of down payment assistance
- Homebuyer help
- People paying more than 50% of income for rent have a hard time covering other costs
- Rental assistance (costly)
- 58,000+ on waiting list for Section 8; only 600 to 1,200 a year turnover (48 year waiting list)
- Predatory lending practices – a huge problem
- More money needed to prevent foreclosure, legal fees
- Vivian: We did a study on predatory lending 2 years ago, I can get it for you.
- Homelessness is a major issue.
- Concern about agencies over-reaching. One primary agency for housing for the homeless, having a 50% cutback in services, went into debt.
- Community partnerships and collaborations for leveraging resources and coordination. The housing agencies all get together quarterly to talk about housing issues, have a good interchange of ideas.
- COUNTY BLUE RIBBON COMMISSION to end homelessness Involves County government, City of San Jose, Collaborative on Housing Oct 25th is their final meeting. 4 subcommittees working on recommendations on how to end homelessness.

Santa Clara County Community Information Profile and Community Needs Assessment

- We did not focus on energy, LIHEAP, weatherization, have amore efficient home to live in, whether you rent it or own it.
- Working on CAMPAIGN to CUT POVERTY; Catholic Charities USA Plan on Poverty; Mayor's plan to end homelessness
- Need for development of permanent, supported housing (permanent housing with supported services for 7,000 homeless in County)
- Case management, employment, drug & alcohol, mental health services
- 90,000 units of affordable housing needed in the next 20 years
- Rental assistance which often is linked with a need for utility assistance. Emergency assistance.
- Rents will go up – already are 2 economies,
- The economy of the high tech workers who can still afford housing.
- Middle income group are the one who are losing houses, so it becomes more unequal.
- The people with \$ can buy up the distressed properties, wait until the market comes back, then sell them at the higher prices. So the rich get richer.
- EHC Lifebuilders cutting back 6 million or 50%
- Do a lot of talk around housing but because it is so expensive even armories are cutting back on helping homeless
- People now can not afford “an appropriate abode” ; what can you afford
- Much more flexible now in terms of standards; finding a place to send a family is extremely difficult
- Can not recruit enough foster parents because houses do not meet standards, e.g. one bedroom for a toddler, may have to make modifications to home to make it safe, and the cost of living here – people are moving out
- Cost of a home, when dot.comers drove up prices on homes, then moved out – it left many people in homes they can not afford
- Case management for the homeless
- Energy assistance; PG&E has a study on energy assistance for seniors, disabled and low income; California CARE program, people get a 20% discount
- People losing homes due to predatory lending
- Affordable housing, SRO's .
- Healthy homes—30 or 40 agencies working on the consortium on this. Health department etc all involved.
- Housing supportive services, mental health, health, life skills for special populations.
- Communal housing needed, more similar to what they experienced before; have economic development in the housing
- Transitional housing for single people
- May be about to lose seasonal emergency shelter
- Affordable, accessible housing, especially for extremely low income; different housing types, SRO and for larger families
- Highest defaults on mortgages in zip codes 95127 and 95123 poverty neighborhoods
- Technology assessments and devices that help people work to being comfortable in their homes
- Services to keep people in housing & not dropping into homelessness – both renters and owners - needed
- Homeless families with children over 13 or 14 so too old for family shelters

Access to Sufficient Jobs for Undereducated and Unskilled Workforce

- Lots of people need job training, life skills, ESL, financial literacy (predatory lending).
- Spirit of Community Action is to move people to self-sufficiency.
- Don't just provide band-aids. Teach them to put money in their pocket on a regular basis.
- Can't solve all the problems, e.g. gangs, kids who don't have parents.
- Focus on identifying major issues; leveraging of resources that can
- Tried to work with ESO,
- Make better use of income, and have the means to get that income.
- CET approach is not the solution for people under 18 or seniors.
- Employment side: Need for more short-term job readiness and employment training, e.g. 3 months not a year or two. Computer skills – applications on-line to work for Safeway, need simple cash register skills, retail skills. Truck drivers
- Living Wage, or livable wage. Talking to FESS, use their eligibility calculator, wants every case manager trained in it. Segmented by family now, has 70 configurations, and Fess is working on another 70 or so).
- Green jobs, energy link. Train for green jobs, uses of silicon in solar, tie in with Weatherization, change language of WX to focus on houses that are greener, more energy efficient. Lead abatement is a Green job. New types of construction, water conservation.
- We talk about HHS and HUD. Should also look at USDA...decline of agriculture, effect on types of jobs e.g. more working in hotels, construction, decline of access to fresh produce – costs go up. Grocery store access is more corner market rather than Wal-Mart, Costco,
- What is needed to get to work, skills to acquire assets, ability to keep assets.
- Employment – training as in home aides, caregivers, home health aides, will be a minimum floor in US for seniors. Middle / upper income will private pay for this. Good jobs, can pay well, could do a co-op.
- Solar and other green jobs are a real opportunity to help poor people both to get jobs and to reduce costs
- A couple of solar corporations are coming in, next phase of Silicon Valley,
- Linkages project – how can we work with CalWorks – but this happens on the back end when you are already in our system. Want to go out early to avoid coming into the system...ask three simple questions so we can make a referral to help our clients make transition.
- What does it mean to be poor? Experience of going to the training helps understand issues, understand how your values affect your work.
- Vocational skills training
- Financial literacy
- Have two economies, 1) a service economy where a lot of low income people are, and 2) the other is an intellectual community, lots of R&D, knowledge based industries with highly educated moving the economy, for every engineer, there are 20 support staff, e.g. housekeepers, gardeners
- Highly paid workers contributes to high cost of living, but people in the service industries have not kept up. Many people working 2 jobs in order to live here.
- If have a job, can't get time off for family needs

Santa Clara County Community Information Profile and Community Needs Assessment

- Underemployment, jobs with lower salaries/wages
- Need more choices than just SSI; need to update SSI to permit more income so people can work
- Go into more social experience, ED incubator that also does socialization, how to use their skills more immediately
- Disenfranchised populations, those who have been incarcerated/released, immigrants, homeless, need continuum of services toward self employment
- Self sufficiency -- many families will not make it
- Cusp thing -- low-moderate income are underemployed. Working poor, low and moderate income is another group to make sure they did not slip into poverty
- Need a livable wage
- Expands jobs for the poor. Example how many local workers have transitioned to working for Outlet stores
- Needs more jobs and job training, need more \$ for vocational training
- Decent paying jobs
- If homeless living paycheck to paycheck can not take 6 months for training
- Workforce skills gap, training for needs of the employers in the valley and current population
- 5 of 10 fastest growing jobs are poverty level jobs
- Lots of high-level and low-paying, middle class employment is going away
- Job coaching is not prevalent, a coach goes on site and helps a person learn how to do the job

Transportation Cost and Availability

- Transportation is a huge challenge, helping people to jobs to medical appointments, to look for jobs
- Need subsidy for transportation (e.g. bus passes for people, for people with disabilities)
- A gap in transportation services.
- Transportation issues on ocean side, busses being cut so farm workers could not get to work, so CAA set up a bicycle program with helmets e.g. so they could ride the 5 miles instead of walking..
- transportation needs -- CalWorks people; Bad public transportation here for work and services
- Social groups that get together -- people can not get to them unless can find somebody to drive them
- Transportation to services -- nothing on weekends, low served local routes (South County)
- Cost of transportation...bus passes are too high for working poor. People may not have vehicles
- West Valley, Los Gatos & Cupertino & Saratoga --people have to drive a long distance to get Mental Health services. Takes a long time to get to services, transportation is a problem

Access to Affordable, Adequate and Appropriate Health and Mental Health Care

- Access to health care,

Santa Clara County Community Information Profile and Community Needs Assessment

- Mental health care for people not poor enough to get County services, and not rich enough to get insurance
- Also people with multiple problems, e.g. mental health, physical health, alcohol
- Health Care – are a Community Health Center in San Jose. Mental health is an issue. When doing a physical health care visit can not take them down the hall for a same day visit. They have to come back another day. This problem is described as being fractionalization, also referred to as services being compartmentalized. Advocacy needed to get these laws changed, to stop compartmentalizing services. Through advocacy may be able to address some of these issues. This problem also affects transportation i.e. they have to leave the jobs, and come back for another visit. Linkages issues.
- Early Access to primary care, financed by CA Prop 99. Get paid \$79.21 per visit includes lab, X-ray, pharmacy
- Person coming through the door should not have to deal with this, have to go through 3 different gates. Advocacy should help break down these barriers, to get through bureaucratic hurdles.
- Health access for adults (children fairly well covered, but have to get SCHIP reauthorization).
- Parity for mental health services, huge gap between free services and people who can pay. Among his program participants 1 in 4 of families have some diagnosed or undiagnosed mental health services.
- Have a pilot here for small businesses similar to the SF plan on universal healthcare. Still in development phase.
- Facilitate with families what your needs are...can do an assessment...based on what you think you need....not a clinical assessment...pretty simple....based on a consortium
- Mental health does not require it (proof of legal status), but Medi-Cal does require it so a huge lack of organizations that can provide mental health care.
- Lots of advocacy around mental health, housing and homelessness, immigration reform, foster care, but are not intertwined with one another, are silos. How are we going to bring all these needs together to create a system of care?
- Same with seniors health issues
- No health care etc e.g. migrant workers in unincorporated area above Cupertino working in wineries
- Some health care sets a limit of 3 or 5 visits, abuse, grief, not going to be solved in 3 visits. Also, not tailored to cultural needs.
- Alcohol & drug inpatient services
- There is a lack of alcohol and substance abuse treatment in South County
- Need mental health services in schools and other preventive services such as support groups, gang intervention.
- Uninsured adults access to health care
- Detox Center needed in South County
- Food pantry, 50,000 people use it
- Health care, community clinics health and hospitals sometime have a 6 month wait for standard appointments so people use ER
- County putting a lot of focus on securing Medi-Cal funding
- Mental Health Services Agency – Nancy Pena – new report

Other

- For many poor people – how do I get a phone to call the doctor, basics, how do I get a quarter to buy very basic needs
- Stabbing in youth center, past couple of weeks, more youth gang violence. Violence prevention. Delinquency.
- Lack of access to credit, lack of engagement in banking system. Cost of banking.
- Three big strategies would be: Housing, literacy, asset development
- Catholic Charities would like to help create a collaborative or consortium.
- Once in our system, have to go to court, drug project, seek a job, get sanctioned.
- So comes out of Feds to reach additional people and do what can BEFORE they come into the system.
- Are now talking about poverty...have not talked about it for years. talking about doing it like we used to...to do basic services. People struggle day-to-day...
- Remember who work for – the people – how can I get resources to my clients many of whom are the most challenged -- substance abuse, domestic abuse.
- Issues:
 - ◆ Health Care for uninsured
 - ◆ Seniors
 - ◆ Housing
 - ◆ living wages living wage jobs
 - ◆ move people from one job to another
 - ◆ transportation for seniors getting from doctors appt to social service assistance. An existing organization does this called “outreach and escort” get their info
 - ◆ low wage workers and employers who do not provide health care a lot of people 25-35 working who get no benefits
- “Working Partnerships” has a report on health needs for seniors.
- Summer programs when school is out, after school child care – big hole in child care
- Affordable child care, Head Start program; Child care programs open 24 hours for swing shift workers
- The gap between low income and higher income is increasing, something systematic happening there that needs
- Joint Ventures does an annual report card on the economy of the Valley they had an indicator of # of minority kids taking algebra in the 8th grade – dropped it
- Prison population –people coming out – both juvenile and adults – sending individual back to community where they came from – set up a re-entry center so come here fore a year or two before release so can begin getting network in place
- Foster care youth services and transition off of foster care
- In south part of county, more rural, more farm workers, education needs for kids are different, more mobile
- LIHEAP and WX require proof of legal status (Check this re: CT) CSBG does not
- *Best use of CSBG*
 - leveraging

Santa Clara County Community Information Profile and Community Needs Assessment

- build on knowledge base of community,
- many mature organizations here
- born as part of War on Poverty
- how get their expertise and coordinate their work
- Do a consortium, or one agency could do administrative side.
- Interesting exercise, opportunity to discuss what people perceive to be going on. However --a person who says crime is a problem – what does it mean. Turns out he was mugged the night before. Have to balance the personal versus the statistical reality.
- When look at health care and energy issues, are related....e.g. hot days seniors who do not have air, fan, or a place to go when cool –can be a health issue or a transportation issue. E.g. issues are inter-related if shift to customer perspective -- begin to see the linkages.
- When look at one problem, are looking at a variety of problems, local governments are also taking this perspective...reaching out to CAA's. Government has to work with all citizens, can get common solutions for the county from an agency focused on problem of low-income
- Disaster preparedness.
- Opportunity to think holistically, in a ways that bureaucracy does not now support, instead of a lot of the narrow approaches or prescriptions
- New CAA can design own processes for attacking these issues.
- Need a good strategic plan – will need problem statements, goals, measures, priorities etc. Community Action Plan to get CSBG money nests inside longer-term, broader strategic plan
- Here we are in the heart of innovation – Silicon Valley, do something new and innovative
- Tendency in this county to put money into “red zones”; United Way identified some areas as Red Zones, hope that CAA does not only focus there
- There are many invisible pockets – services in these non-Red Zones are nonexistent
- Income eligibility concerns, how rigorous is CSBG – Answer, not like HUD or DOL,; CSBG has more flexible approach (eg doesn't makes people declare at the door of a public meeting)
- There is not money for development activities
- The new CAA needs to be present in South County, especially with the many small local nonprofits
- Break down data to community level as best you can (municipalities, etc)
- South County data weighted to low-income and poverty issues, risk indicators
- Activities for youth in South County needed
- Child care spots for subsidized care especially for teen parents, infants and toddlers
- Many at-risk kids don't meet service help requirements because only available to worst/most severe cases (especially working poor)
- Eligibility requirements in general are too low for Santa Clara county, e.g. poverty index not realistic etc
- Governments like retail outlets/they need to be part of the solution for local poor in transition
- City government's debt load does not help especially as new revenue does not go through to provide needed services
- CAA Board representation should include South County
- CAA should be somewhat (if not completely) independent in South County, e.g. need 3 CAA's, one North, one Central, one South
- South County per capita needs are larger with more conservatism & need (including representation)
- Use public health data at zip code level if possible

Santa Clara County Community Information Profile and Community Needs Assessment

- Working poor and homeless
- Questions about immigration status
- 9 quadrants of geo-mapping of services
- South County which includes Gilroy and that area
- Takes a lot of time to be poor
- Home delivered services for younger adults who might be homebound, non-senior, single
- System responses that address needs of SC County specifically immigration status and income level
- Above 185% of federal poverty all benefits are lost by a person so many cut work hours below 40 hours because can't afford to lose benefits such as child care
- Not using Federal money that is there e.g. Food Stamps, school lunch program, snacks should work with school districts to make sure they are getting all they are eligible for Commodity food distribution under Farm Bill etc
- Income guidelines are cut for Food Stamps to 130% of poverty; USDA food programs at 150% of poverty
- QUESTION. How would you use that \$1 million of CSBG?
 - Use that million to bring in other money – how do we get more public involvement and public investment – advocacy – getting community involved.
 - Seeing 2 leading homeless agencies ready to topple
 - Agencies going away, like ESO
 - Provide more shelter for homeless, be open year-round,
 - Armory – have to replace it – need a year round shelter
 - Go to the corporations and talk to them about this laundry list of issues
 - Put more pressure on them to rise to the occasion you need to see it and feel it – and be part of the solution
 - Get corporate partners, not just a one-time donors, bet involved in a system and relationship
 - Churches are aging, corporations have a younger workforce
 - Need a consolidated approach to break down silos between service providers and coordination (system integration)
 - Need system upgrading.
 - Places for organizations to meet

Listening Sessions Flip Chart Notes Listed As Received

(Notes include the misspellings and grammatical errors often found on flip charts.)

As part of the Santa Clara County Community Information Profile (CIP) and Community Needs Assessment (CNA) project consultants held a series of listening sessions. These sessions were to facilitate input and discussion of local service providers and advocates in identifying important anti-poverty service issues, service gaps and needs. The following listening sessions were held for the project:

- ◆ Wednesday, October 10th, two sessions 10 am and 2 pm (Holiday Inn, San Jose)
- ◆ Thursday, October 11th, two sessions 10 am and 2 pm (Holiday Inn, San Jose)
- ◆ Monday, October 15th, 12:30 pm (County Social Services Building, San Jose)
- ◆ Tuesday, October 16th, 10 am (Holiday Inn, San Jose)
- ◆ Tuesday, October 23rd, 10 am (Holiday Inn, San Jose)
- ◆ Monday, October 29th, 1 pm (Family Resource Center, Gilroy)
- ◆ Tuesday, October 30th, 10 am (Holiday Inn, San Jose)

Following are the draft flip chart and computer notes from the listening sessions.

Q. How do we respond to survey? We don't provide direct services?

A. Send us your plan or other statement of priorities/programs funded.

Q. What do you want from us today?

A. Discussion from your perspective, what are the service gaps? What are the needs of low-income people, who else should we be talking to in Santa Clara County?

◆ TRANSPORTATION

Transportation is a huge challenge, helping people to jobs to medical appointments, to look for jobs

Need subsidy for transportation, e.g. bus passes for people, for people with disabilities

◆ HOUSING

Housing affordability, some people who bought houses now can't afford the payments

Help for people in terms of down payment assistance

Home buyer help

People paying more than 50% of income for rent have a hard time covering other costs

Rental assistance (costly)

73,000+ (*corrected subsequently*) on waiting list for Section 8; only 1,200 a year turnover

Predatory lending practices – a huge problem

More money needed to prevent foreclosure, legal fees

Vivian: We did a study on predatory lending 2 years ago, I can get it for you.

- ◆ Homelessness is a major issue.

Santa Clara County Community Information Profile and Community Needs Assessment

Concern about agencies over-reaching. One primary agency for housing for the homeless, having a 50% cutback in services, went into debt.

Community partnerships and collaborations for leveraging resources and coordination. The housing agencies all get together quarterly to talk about housing issues, have a good interchange of ideas.

COUNTY BLUE RIBBON COMMISSION to end homelessness
Involves County govt, City of San Jose, Collaborative on Housing
Oct 25th is their final meeting. 4 subcommittees working on recommendations
How to end homelessness.

♦ HEALTH

Access to health care,

Mental health care for people not poor enough to get County services, and not rich enough to get insurance

Also people with multiple problems, e.g. mental health, physical health, alcohol

♦ AFFORDABLE CHILD CARE

Child care, child care, child care.

♦ BASIC NEEDS

For many poor people – how do I get a phone to call the doctor, basics, how do I get a quarter to buy Very basic needs

♦ COORDINATION ISSUES

Interested in agencies that partner with others to provide services so that total needs are met; to leverage resources for customer

Agencies that provide comprehensive services have problems covering administrative costs, program money is focused on services. Many agencies that lost United Way funding have this problem, United Way does not give unrestricted funding

Foundations like to fund something then hand it off, to assume there will be other ways for ongoing support.

Expectations of services we're providing may be beyond future funding levels– being cut back in part because of costs squeeze.

Comprehensive approach to the individual customer, customer driven not service driven.

♦ ADMINISTRATIVE ISSUES AND SYSTEMS

Cross agency process for intake, intake for housing is also intake for others, e.g. cross-agency eligibility.

Silicon Valley Council on Nonprofits is working on standardizing intake and reporting; just getting demographic info standardized would be a big help.

Santa Clara County Community Information Profile and Community Needs Assessment

Inertia of funding, administrators have so much to do, just follow the path already taken, instead of looking for a new path.

Are we getting the bang for the buck, an accountability issue – are we really making people more healthy, self sufficient?

Perhaps the CSBG \$ could help create accountability measures for all agencies. (Note, see Oregon Benchmarks and Minnesota Milestones)

Community partnering for leveraging resources, collaboration, coordination.

♦ EMPLOYMENT AND TRAINING

Lots of people need job training, life skills, ESL, financial literacy (predatory lending).

Spirit of Community Action is to move people to self-sufficiency.

Don't just provide band-aids. Teach them to put money in their pocket on a regular basis.

Can't solve all the problems, e.g. gangs, kids who don't have parents.

Focus on identifying major issues; leveraging of resources that can

Tried to work with ESO,

Make better use of income, and have the means to get that income.

CET approach is not the solution for people under 18 or seniors.

♦ COUNTY BUDGET

County has \$235 million deficit, County has said will cut services.

No sense of what gaps will be created in social services

♦ HEALTH

Health Care – are a Community Health Center in San Jose. Mental health is an issue. When doing a physical health care visit can not take them down the hall for a same day visit. They have to come back another day. This problem is described as being fractionalization, also referred to as services being compartmentalized. Advocacy needed to get these laws changed, to stop compartmentalizing services. Through advocacy may be able to address some of these issues. This problem also affects transportation i.e. they have to leave the jobs, and come back for another visit. Linkages issues.

Early Access to primary care, financed by CA Prop 99. Get paid \$79.21 per visit includes lab, X-ray, pharmacy

Person coming through the door should have to deal with this, have to go through 3 different gates. Advocacy should help break down these barriers, to get through bureaucratic hurdles.

♦ SENIOR CITIZENS

Senior citizens needs. Seniors eating dog food when they can't get other food.

♦ VETERANS

Veterans....

♦ SERVICES ARE NEEDED

Santa Clara County Community Information Profile and Community Needs Assessment

Some people in crisis, homeless, youth living under freeways, women can't get mammograms; there are services needed that are higher priority than standardizing intake forms. Need direct services.

Increasing tension on people who are aging out of foster care; the prisons, they are in every service area, end up in jails, nutrition and health problems

Survivors of domestic violence/prevention and services after the fact.

Making better use of available income, obtaining credit, maintain good credit, don't get overwhelmed by credit card debt.

Minor criminal records become a barrier to get services, jobs.

♦ ENERGY

We did not focus on energy, LIHEAP, weatherization, have amore efficient home to live in, whether you rent it or own it.

♦ IMMIGRATION

Immigration, very diverse populations coming in, undocumented people, CET provides immigration to citizenship services. This is another area that affects other topics.

♦ General

Should create task forces on some of these problems, define it as a problem, and energy starts to focus.

Have an opportunity to define self-sufficiency, get people to work together to create it, housing, health, job – chicken and egg problems. Have an opportunity to develop something bigger and to work collaboratively toward that.

Working on CAMPAIGN to CUT POVERTY

Catholic Charities USA Plan on Poverty; Mayor's plan to end homelessness

Are doing a local version of that

♦ Housing

Need for development of permanent, supported housing (permanent housing with supported services for 7,000 homeless in County)

Case management, employment, drug & alcohol, mental health services

90,000 units of affordable housing needed in the next 20 years

♦ Service Delivery Integration / Coordination

Need for service delivery integration or coordination across systems

1800 mental health phone line and the 1800 drug and alcohol (are now in same room)

♦ Employment

Santa Clara County Community Information Profile and Community Needs Assessment

Employment side: Need for more short-term job readiness and employment training, e.g. 3 months not a year or two. Computer skills – applications on-line to work for Safeway, need simple cash register skills, retail skills. Truck drivers

Living Wage, or liveable wage. Talking to FESS, use their eligibility calculator, wants every case manager trained in it. Segmented by family now have 70 configurations (need another 70).

- ◆ Economic Self-Sufficiency

Asset development – this is a huge gap, and a huge opportunity. IDA, EITC, economic self sufficiency, financial literacy training.

- ◆ Health

Health access for adults (children fairly well covered, but have to get SCHIP reauthorization).

- ◆ Education

Education: Literacy, basic ESL, vocational ESL, Adult Basic Education. Classes are packed and there are fewer classes,

For people who are not literate in their basic language. People who can't find jobs there, come here and find jobs.

- ◆ Youth violence prevention / Gang activity

Stabbing in youth center, past couple of weeks, more youth gang violence. Violence prevention. Delinquency.

- ◆ Immigration

More family strengthening programs, immigrant parents with kids who are U.S. citizens parents do not understand them, parenting skills.

Legalization for immigrants. Documentation issues, eligibility issues. Even legal immigrants are not eligible to services.

Parity for mental health services, huge gap between free services and people who can pay. Among his program participants 1 in 4 of families have some diagnosed or undiagnosed mental health services.

Rental assistance which often is linked with a need for utility assistance. Emergency assistance.

Who is eligible for Food Stamps, re-quality every 3 months (state) instead of every 6 months (Fed). Advocacy issue. Family values but incentives to break up the family.

- ◆ Kids coming out of foster care.

Kids in kinship care in same situation, County is recognizing value of recruiting relatives as care-givers, but relatives not getting support so kids coming out of relative care in the same situation as the foster care. 27,000 children in Santa Clara County are in kinship care, in many cases parents are in jail because of drugs.

Santa Clara County Community Information Profile and Community Needs Assessment

A gap in transportation services.

- ◆ Affordable child care.

Green jobs, energy link. Train for green jobs, uses of silicon in solar, tie in with Weatherization, change language of WX to focus on houses that are greener, more energy efficient. Lead abatement is a Green job. New types of construction, water conservation.

Need for more community buildings, organizing low-income neighborhoods. Strong neighborhood initiative, PACT a local faith based organization group. All affiliates of PICO, doing training for organizers

Peninsula Interfaith Alliance

SJ City Strong Neighborhood Initiative

Civic participation, one clear indicator is percentage of people voting....get this

38% of adults are immigrants in SC County

22% are children of immigrants, so

60% are immigrants or children of immigrants

We talk about HHS and HUD. Should also look at USDA...decline of agriculture, effect on types of jobs e.g. more working in hotels, construction, decline of access to fresh produce – costs go up. Grocery store access is more corner market rather than Wal-Mart, Costco,

Lack of access to credit, lack of engagement in banking system. Cost of banking.

Look at CSBG as leverage \$, being able to build capacity of other networks, to bring in other Fed State or \$.

Building a collaborative, partnership. Coordination of service delivery.

- ◆ Three big strategies would be:

Housing, literacy, asset development

What is needed to get to work, skills to acquire assets, ability to keep assets.

- ◆ Suggest that the CSBG money:

Use an empowerment model, build it as a community collaborate

Can't keep doing for people

People have to do themselves

Help them get the skills and confidence to do that.

If you build it for emergency services they will come for that (e.g. don't create another food pantry instead do a partnership with Second Harvest)

If you build it for skills to better themselves they will come for that.

Rents will go up – already are 2 economies,

The economy of the high tech workers who can still afford.

Middle income group are the one who are losing houses, so it becomes more unequal.

Santa Clara County Community Information Profile and Community Needs Assessment

The people with \$ can buy up the distressed properties, wait until the market comes back, then sell them at the higher prices. So the rich get richer.

Catholic Charities would like to help create a collaborative or consortium.

◆ Seniors

Another growing population are seniors. Need for more senior services in-home support services, Alzhiemers services. Employment – training as in home aides, caregivers, home health aides, will be a minimum floor in US for seniors.

Middle / upper income will private pay for this. Good jobs, can pay well, could do a co-op.

After school is booming, in good shape, Prop 49. First 5. Child health is in good shape.

Lifbuilders, EHC Emergency Housing Consortium cutting back 6 million or 50%

◆ County Deficit Impacts on services

Where did \$235 mil deficient come from? When sales tax went away, trying to restore. Health plan and pension costs for County employees. Valley Medical one of the last county-run hospitals in CA; 90% are indigent. It's also the premier trauma center for the county.

Have a pilot here for small businesses similar to the SF plan on universal healthcare. Still in development phase.

No consortium or way of coordinating the CBO's

there is nothing like a one-stop shop in E&T; should be an opportunity to do it.

coordinating about how to access a variety of resources creating a CAA is exciting opportunity to do something about this a great opportunity to put together opportunity to connect clients to services where what ever door you walk into, they capture basic info and from that can determine where you need to go

being from Silicon Valley
access online to obtain a services
Monterey training and system

facilitate with families what your needs are...can do an assessment...based on what you think you need....not a clinical assessment...pretty simple....based on a consortium

Interaction among CBO's

The Collaborative of South County does get together
facilitated by Deena or Dina Campos at School District participants meet monthly
Community Solutions...a strong advocacy on domestic violence
Chamberlains Rebecca
Gardner Health Clinic

Santa Clara County Community Information Profile and Community Needs Assessment

Cty Family Resource Center

to try to reduce red tape up front even though are also competing for funds
some forms are very complex, esp for people who don't know how to read or write

In North County, only housing has that kind of consortium

County level, Social Services Commission, committees, mostly focus on bureaucracies

Sacred Heart is down home, even though based out of Catholic Church do provide an array of services without red tape good opportunity to

solar and other green jobs are a real opportunity to help poor people both to get jobs and to reduce costs

coming down to a real sense having to deal with issues with less money either have to develop a sense of team and coordinate the resources find people who have an understanding and have them work together

do a lot of talk around housing but because it is so expensive even armories are cutting back

people now can not afford "an appropriate abode" ; what can you afford

much more flexible now in terms of standards
finding a place to send a family is extremely difficult

can not recruit enough foster parents because houses do not meet standards, e.g. one bedroom for a toddler, may have to make modifications to home to make it safe, and the cost of living here – people are moving out

cost of a home, when dot.comers drove up prices on homes, then moved out – it left many people in homes they can not afford

a couple of solar corporations are coming in, next phase of Silicon Valley,

Linkages project – how can we work with CalWorks – but this happens on the back end when you are already in our system. Want to go out early to avoid coming into the system...ask three simple questions so we can make a referral to help our clients make a transition.

Once in our system, have to go to court, drug project, seek a job, get sanctioned.

So comes out of Feds to reach additional people and do what can BEFORE they come into the system.

Sending all her staff to the Bridges Out of Poverty, the Phil DeVol and Ruby Payne training. County Dept of Employment and Benefits Services are sponsoring this.

Santa Clara County Community Information Profile and Community Needs Assessment

Solid partnership between CalWorks and Family Services.

What does it mean to be poor? Experience of going to the training helps understand issues, understand how your values affect your work.

Are now talking about poverty...have not talked about it for years. talking about doing it like we used to...to do basic services. People struggle day-to-day....

Remember who work for – the people – how can I get resources to my clients many of whom are the most challenged -- substance abuse, domestic abuse.

This process can allow people to say what they need to say...hear from each other. Whole budget thinghave to work together...all can. Have not had that opportunity to have that discussion...this process might do that.

They have some communication on specific issues....can expand on that.

When we talk about self-sufficiency ...need to put our money where our mouth is...need to get our act together. How can we do this to streamline it and make it more user-friendly. Simplify it, not complicate it. Would like to be part of a work group or task force to explore these issues

Will be layoffs of County staff due to budget cuts, lose some programs internally, absorb them in other departments.

\$ available to CBO's has shrunk, how can we facilitate their work. Need to develop their leadership.

Some do a good job on delivering services will drop everything to help a person who walks through the door,

but not so good on the business aspects of it CBO's, could do some capacity building. What are the requirements for data, results measures? What kind of evaluation could we do to help them...bring info across...assessment tool...a common assessment tool....need consistency.... need to talk about what needs to be done capture wisdom and spread it.

Issues:

- ◆ Health Care for uninsured
- ◆ Seniors
- ◆ Housing
- ◆ living wages living wage jobs
- ◆ move people from one job to another
- ◆ transportation for seniors getting from doctors appt to social service assistance. An existing organization does this called "outreach and escort" get their info
- ◆ low wage workers and employers who do not provide health care a lot of people 25-35 working who get no benefits

"Working Partnerships" has a report on health needs for Seniors.

Santa Clara County Community Information Profile and Community Needs Assessment

SCC Health and Hospitals just got a \$20m.... grant for...

◆ Needs

Need more coordination so do not have to go in and out of system. People need to know where to go and how to get there. Eligibility information goes with or goes automatically.

Summer programs when school is out, after school child care – big hole in child care

case management for the homeless

vocational skills training

ESL especially if integrated with skills training

Immigrant population services

energy assistance

PG&E has a study on energy assistance for seniors, disabled and low income
California CARE program, people get a 20% discount

Affordable child care, Head Start program

Child care programs open 24 hours for swing shift workers

the gap between low income and higher income is increasing, something systematic happening there that needs

Joint Ventures does an annual report card on the economy of the Valley they had an indicator of
of minority kids taking algebra in the 8th grade – dropped it

financial literacy

people losing homes due to predatory lending

prison population –people coming out – both juvenile and adults – sending individual back to community where they came from – set up a re-entry center so come here fore a year or two before release so can begin getting network in place

have two economies

1. a service economy where a lot of low income people are
2. the other is an intellectual community, lots of R&D, knowledge based industries, highly educated, moving the economy
for every engineer, there are 20 support staff, e.g. housekeepers, gardeners

Santa Clara County Community Information Profile and Community Needs Assessment

highly paid workers contributes to high cost of living, but people in the service industries have not kept up. Many people working 2 jobs in order to live here.

Affordable housing, SRO's .

Food kitchens, food banks, pantries bigger need than ever
Sacred Heart

If have a job, can't get time off for family needs

Foster care youth services and transition off of foster care

In south part of county, more rural, more farmworkers
education needs for kids are different
more mobile

Undocumented....can't access a level of services
LIHEAP and WX require proof of legal status (Check this re: CT)
CSBG does not
Mental health do not require it, but Medical does require it
so a huge lack of organizations that can provide mental health care.

What are meta-issues of advocacy, coordination, leveraging

lots of advocacy around mental health, housing and homelessness, immigration reform, foster care,
but are not intertwined with one another, are silos. How are we going to bring all these needs together to create a system of care?

Many of these are concerns that have to be dealt with over a period of time,
advocacy role or sort of collaboration, a MOU with some organization.

Collaboration is driven by funding sources. e.g. First Five for children 5 and younger, but no overarching for all low-income

Part of advocacy is leveraging for additional resources. Big knowledge based companies should be putting in 20 million dollars.

Best use of CSBG
leveraging
build on knowledge base of community,
many mature organizations here
born as part of War on Poverty
how get their expertise and coordinate their work

Do a consortium, or one agency could do administrative side.

Santa Clara County Community Information Profile and Community Needs Assessment

Interesting exercise, opportunity to discuss what people perceive to be going on.

However --a person who says crime is a problem – what does it mean. Turns out he was mugged the night before. Have to balance the personal versus the statistical reality.

When look at health care and energy issues, are related....e.g. hot days seniors who do not have air, fan, or a place to go when cool –can be a health issue or a transportation issue. E.g. issues are inter-related

if shift to customer perspective -- begin to see the linkages.

When look at one problem, are looking at a variety of problems, local governments are also taking this perspective...reaching out to CAA's. Govt has to work with all citizens, can get common solutions for the county from an agency focused on grand problem of low-income

Healthy homes—30 or 40 agencies working on the consortium on this. Health dept etc all involved.

Same with seniors health issues

Disaster preparedness.

Opportunity to think holistically, in a ways that bureaucracy does not now support, instead of a lot of the narrow approaches or prescriptions

New CAA can design own processes for attacking these issues.

Transportation issues on ocean side, busses being cut so farm workers could not get to work, so CAA set up a bicycle program with helmets e.g. so they could ride the 5 miles instead of walking..

Need a good strategic plan – will need problem statements, goals, measures, priorities etc. Community Action Plan is to get CSBG money, it nests inside longer-term, broader strategic plan.

Issues:

Underemployment, jobs with lower salaries/wages

Housing supportive services, mental health, health, life skills for special populations.

Need an immigrant population information network, to provide immigrants with info and emergency info & referral

Among immigrants coming to US
a group of very low-literacy i.e. not literate in their own language (need literacy in their own language in addition to ESL)

Santa Clara County Community Information Profile and Community Needs Assessment

disabled refugees who are disabled
tremendous psychological as well as medical needs, stresses and anxieties

more innovative ways to engage them in microenterprise, other ED, small business, self-employment

need more choices than just SSI
need to update SSI to permit more income so people can work

go into more social experience, ED incubator that also does socialization
how to use their skills more immediately

disenfranchised populations,
those who have been incarcerated/released, immigrants, homeless,

need continuum of services toward self employment

here we are in the heart of innovation – Silicon Valley
do something new and innovative

need a holistic approach, immigration, housing, education etc
empowerment and advocacy as to what democracy really looks like

how do we listen to the uncommon voices – invisible communities

transportation needs -- CalWorks people.
Bad public trans here for work and services
Social groups that get together – people can not get to them unless can find somebody to drive them

talk about immigrant populations in county
e.g. Burmese coming in, where to find a translator

refugees supposed to get a job within 4 months, unrealistic
outcome driven contracts

Monolingual adults, left isolated, doing child care for family
if had been engaged doing something

village type housing, intergeneration that promotes community life
very ethnic and culturally specific
communal housing needed, more similar to what they experienced before
have economic development in the housing

tendency in this county to put money into “red zones”

Santa Clara County Community Information Profile and Community Needs Assessment

United Way identified some areas as Red Zones
hope that CAA does not only focus there

there are many invisible pockets – services in these non-Red Zones are nonexistent
No health care etc
e.g. migrant workers in unincorporated area above Cupertino working in wineries

self sufficiency -- many families will not make it

Cusp thing – low-moderate income are underemployed. Working poor, low and moderate income is another group to make sure they did not slip into poverty

bi-modalization of income – expectations set on perceptions of the rich.

not money for development activities,

income eligibility concerns, how rigorous is CSBG –
Answer, not like HUD or DOL,
CSBG takes a more flexible approach
not going to make people declare at the door of a public meeting

some health care sets a limit of 3 or 5 visits, abuse, grief, not going to be solved in 3 visits. Also, not tailored to cultural needs.

Alcohol & drug inpatient services

ISSUES:

Educational achievement (needs to be raised) especially for Latinos

The new CAA needs to be present in South County, especially with the many small local nonprofits

Break down data to community level as best you can (municipalities, etc)

South County data weighted to low-income and poverty issues, risk indicators

There is a lack of alcohol and substance abuse treatment in South County

Morgan Hill has significant human service gaps; Gilroy is seen as needing services, Morgan Hill is not seen as needing as much but it does

Transportation to services – nothing on weekends, low served local routes

Need mental health services in schools and other preventive services such as support groups, gang intervention.

Santa Clara County Community Information Profile and Community Needs Assessment

Uninsured adults access to health care

Transitional housing for single people

May be about to lose seasonal emergency shelter

General discussion about service reductions and low service capacity of overburdened agencies

Activities for youth in South County needed

Child care spots for subsidized care especially for teen parents, infants and toddlers

Many at-risk kids don't meet service help requirements because only available to worst/most severe cases (especially working poor)

Eligibility requirements in general are too low for Santa Clara county, e.g. poverty index not realistic etc

Need a livable wage

South County residents don't necessarily have access even if there are services in Santa Clara County as a whole

Expands jobs for the poor. Example how many local workers have transitioned to working for Outlet stores

Deal directly with the poor – services and jobs

Needs more jobs and job training, need more \$ for vocational training

Detox Center

A bridge for immigrant families into life in the community

Decent paying jobs.

Governments like retail outlets/they need to be part of the solution for local poor in transition

City government's debt load does not help especially as new revenue does not go through to provide needed services

Need advocacy for low-income poverty issues with local government, especially budgeting (counter-budget in Santa Cruz, CA Budget Project on state level)

CAA Board representation should include South County

Santa Clara County Community Information Profile and Community Needs Assessment

CAA should be somewhat (if not completely) independent in South County, e.g. need 3 CAA's, one North, one Central, one South

Need conversation coordination with adjacent CAA's because borders are porous – lots of people crossing for services

South County per capita needs are larger with more conservatism & need (including representation)

Address balance of resource distribution in the county

Use public health data at zip code level if possible

ISSUES

Affordable, accessible housing, especially for extremely low income
different housing types, SRO and for larger families
working poor and homeless
Food pantry, 50,000 people use it

Cost of transportation...bus passes are too high for working poor. People may not have vehicles,

Health care, community clinics health and hospitals sometime have a 6 month wait for standard appointments so people use ER

Questions about immigration status

Patchwork of services

Heavy reliance by individuals on faith-based organizations

Lack multi-service agency – go here for food and here for housing

Highest defaults on mortgages in zip codes 95127 and 95123
poverty neighborhoods

9 quadrants of geo-mapping of services

South County which includes Gilroy and that area

Technology assessments and devices that help people work to being comfortable in their homes

Another gap is a “voice” for LI communities
not much community organizing especially communities of color

Santa Clara County Community Information Profile and Community Needs Assessment

If homeless living paycheck to paycheck can not take 6 months for training

Workforce skills gap, training for needs of the employers in the valley and current population

5 of 10 fastest growing jobs are poverty level jobs

Lots of high-level and low-paying, middle class employment is going away

Job coaching is not prevalent, a coach goes on site and helps a person learn how to do the job

West Valley – Los Gatos & Cupertino & Saratoga --people have to drive a long distance to get MH services. Takes a long time to get to services, transportation is a problem

Takes a lot of time to be poor

Need to look at mobile services – food, MH, a caravan effect
services tend to be 8 to 5, need alternative work schedules for people who work non-traditional hours, shift hours

One night a week agency is open but don't get much traffic because people at work open early mornings and get people on way to work

County is diverse – all the different pockets of poverty and need we have – get down to community neighborhoods

Another agency is open 5 to 8 and gets a lot of people – same number as get in the morning or afternoon. -- so being open in the evening works well for them

donut hole in safety net for needs of immigrants – especially undocumented.
his agency does not check immigration status,
immigrants are barred from some public benefits
are a vulnerable portion of population, kids are in school
goes well beyond cultural competency

County putting a lot of focus on securing Medi-Cal funding
So if the immigrant cannot access Medi-Cal because are not a citizen then they don't get served

Mental Health Services Agency – Nancy Pena – new report (we have)

Home delivered services for younger adults who might be homebound
non-senior, single

system responses that address needs of SC County
specifically immigration status
and income level

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Above 185% of federal poverty all benefits are lost by a person so many cut work hours below 40 hours because can't afford to lose benefits such as child care

Some service agencies are reducing staff or wages or hours or benefits to maintain service levels or closing altogether

Not using Federal money that is there e.g. Food Stamps, school lunch program, snacks should work with school districts to make sure they are getting all they are eligible for Commodity food distribution under Farm Bill etc

Income guidelines are cut for Food Stamps to 130% of poverty
USDA food programs at 150% of poverty

Services to keep people in housing & not dropping into homelessness – both renters and owners

Homeless families with children over 13 or 14 so too old for family shelters

QUESTION. How would you use that \$1 million of CSBG?

Use that million to bring in other money – how do we get more public involvement and public investment – advocacy – getting cmtty involved.

seeing 2 leading homeless agencies ready to topple
agencies going away, like ESO

Provide more shelter for homeless, be open year-round,

Armory – have to replace it – need a year round shelter

Go to the corporations and talk to them about this laundry list of issues

put more pressure on them to rise to the occasion

you need to see it and feel it – and be part of the solution

get corporate partners

not just a one-time donors, bet involved in a system and relationship

Churches are aging, corporations have a younger workforce

Need a consolidated approach to break down silos between service providers and coordination (system integration)

Need system upgrading.

places for organizations to meet

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